



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219
www.dmas.virginia.gov

MEDICAID MEMO & MEDICAID PROVIDER MANUAL UPDATE

TO: All Potential Providers of the Children's Mental Health Program, Psychiatric Residential Treatment Facilities, and Managed Care Organizations (MCOs) participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 12/3/2007

SUBJECT: Children's Mental Health Program – Effective December 1, 2007

The Department of Medical Assistance Services (DMAS) is pleased to announce the implementation of a new program for children and youth with serious emotional disturbances (SED). Effective December 1, 2007, DMAS will implement the Children's Mental Health (CMH) Program which will offer community-based options to Medicaid eligible individuals under the age of 21 who have been residing in a Psychiatric Residential Treatment Facility (PRTF) for at least ninety days.

The objectives of the CMH Program are to: shorten stays in PRTFs by offering a community alternative; provide access to an array of community-based services designed to promote independence and support for children with SED; and improve outcomes for children and their families by allowing children to reside at home with their natural support system. Services available through the program include: transition coordination, in-home residential supports, companion services (agency and consumer-directed), respite (agency and consumer-directed), family and caregiver training, environmental modifications, and therapeutic consultation.

The CMH Program is made possible through a five-year demonstration grant issued by the Centers for Medicare and Medicaid Services. Virginia intends to demonstrate the important role these services play in the family's ability to bring children home once they have received treatment in a PRTF. DMAS will identify children who have been residing in a PRTF for at least 90 days and refer these individuals to their local Community Services Board (CSB) or Comprehensive Services Act (CSA) participating locality. Either the CSB or the CSA locality will help the child and their families determine if the CMH Program is a viable option.

Both the fact sheet and the provider manual for the CMH Program are available on the DMAS website at www.dmas.virginia.gov/ch-home.htm under the Maternal and Child Health section.

MANAGED CARE ORGANIZATIONS

Individuals participating in the CMH Program will not be enrolled in a Medicaid Managed Care Organization.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid provider identification number available when you call.

All claims questions or concerns will be referred to the DMAS HELPLINE.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at: www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.